

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant: Marcee Burns, et al. |) |
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| Serial No.: 10/801,845 |) Group Art Unit: 3623 |
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| Filed: March 16, 2004 |) |
| |) Examiner: Lan, Tzu-Hsiang |
| For: METHODS, SYSTEMS, AND STORAGE |) |
| MEDIUMS FOR PROVIDING WEB-BASED |) Confirmation No: 3111 |
| REPORTING SERVICES FOR |) |
| TELECOMMUNICATIONS ENTITIES |) |

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In response to the Office Action dated September 14, 2009, the Applicant submits the following amendment and remarks for entry in the above-entitled application.